



## ctcLink Executive Leadership Committee **DRAFT**

Meeting Minutes from Oct. 7, 2021

### Meeting Participants

#### Voting Members

- Jan Yoshiwara**, co-chair, SBCTC  
Executive Director, ctcLink  
Project Executive Sponsor
- Joyce Loveday**, co-chair, Clover  
Park Technical College President
- Shouan Pan**, Seattle Community  
Colleges chancellor
- Lin Zhou**, Bates Technical  
College President
- Rebekah Woods**, Columbia  
Basin College President
- Amy Morrison**, Lake Washington  
Institute of Technology  
President

#### Non-Voting Members

- Christy Campbell**, SBCTC Chief  
Technology Officer - ctcLink  
Program Director
- Grant Rodeheaver**, SBCTC  
Deputy Executive Director for  
IT, ctcLink Project Sponsor
- Tim Wrye**, ctcLink Steering  
Committee chair, Highline  
College CIO & Executive  
Sponsor

#### WACTC-Tech Guests & SBCTC Staff

- Reagan Bellamy, HRMC
- Claire Peinado, WSSSC
- David Williams, BAC
- Rolita Flores Ezeonu, IC
- Tim Rager, ITC
- Valerie Parton, RPC
- Paul Giebel, Moran Technology  
Consulting
- Dani Bundy, SBCTC ctcLink  
Customer Support Director
- Janelle Runyon, ctcLink Project  
Communications Manager
- Eva Smith, STAC liaison

### Welcome and Introductions

Dr. Joyce Loveday welcomed members and guests to the cELC meeting.

### ctcLink Steering Committee Update

Christy Campbell shared that the Steering Committee's most recent action items have been the review and approval of DG5 A, B & C go-live readiness. She reported that all DG5 colleges have been approved to go live as planned and this weekend the first group – Green River and Skagit Valley colleges – will go-live. During the go-live weekends, colleges already on ctcLink will experience system downtime. This information has been shared with ctcLink colleges through the normal channels.

Tim Wrye said he was pleased to hear of some really good go-live preparation from the DG5 colleges. They are in a good place. Grays Harbor College has the most concerns leading up to their Nov. 8 go-live, but mitigations have been put in place.

### ctcLink Program Status

#### Project Update

Christy Campbell provided a project update. The project is tracking yellow and will likely continue in a yellow status through DG6-B, which is not uncommon for a project of this scope. Colleges continue to experience resource constraints as employees juggle ctcLink project work on top of their fulltime work responsibilities. But, Christy said colleges have done an outstanding job being engaged in the project activities despite the very tough times. She said it's miraculous that we have been able to stay on track. She thanked the colleges for that.

This has been a rough few months for the colleges as they deal with the vaccine requirements, attestation processes and all that comes with that. Some colleges may lose staff due to the vaccine mandate and it's difficult to plan because any possible resignations are unknown at this time.

*Deployment Group 5* – Bellingham, Everett and Skagit are self-reporting “yellow,” mostly due to staffing/resource concerns and competing priorities. Grays Harbor has self-reported “red” due to severe staffing/resource issues, including their PM recently taking a position at another college. Christy assigned project staff at the Executive Sponsor and PM level to work directly with GHC to get back on track and prepared for go-live. With this intensive support, they have come a long way in the past six weeks. Christy noted the importance of all colleges being ready for go-live. If one is not, it puts a strain on the support resources directly after go-live, which affects all colleges on ctcLink. This is why the project team jumped in to help GHC get caught up on go-live and post go-live preparedness. Christy said the lesson learned is to pay closer attention to colleges that are reporting severe staffing issues. All colleges are having staffing issues, but GHC was a bit different, having lost so many key staff, including their PM. The good news is that it was caught in time and GHC is in a much better place now.

Dr. Amy Morrison asked for clarification on the level of go-live support for DG6, asking if they should expect the same level of post go-live support as the previous groups? Christy said not only will DG6 have the same level of support, they will also have the added benefit of many of the project staff joining the support organization directly following DG6 go-live as permanent SBCTC customer support staff.

*Deployment Group 6* – DG6 colleges are busy with Data Validation, Security work, and Training in preparation for User Acceptance Testing, which starts in December. There are numerous activities in progress and Christy said the colleges are doing a great job. She noted that once all DG5 colleges are live on ctcLink, DG6-A will immediately become the project team’s critical path. There is no extra time in the schedule and the dates are very tight for completing go-live activities for the chosen Feb. 28 go-live for DG6-A.

Dr. Morrison said that message has been received on campus as well; there is concern about the tight timeframe. Christy said she understood this was the preferred date for DG6-A (later dates in March or April were not feasible for colleges). She does not have concerns at this point that the Feb. 28 date can’t be met, but as a project manager, she always needs a mitigation plan or Plan B in place. She said DG6-A is on target at this time, but it is a conversation to continue with the DG6-A college PMs.

Christy said a significant amount of work has been done by DG6 colleges. There is much more to do, including the upcoming UAT, which is a critical task that requires SME engagement.

## **Top Project Risks**

*Project Team Resources (retention through DG6)* – Christy said she is less concerned about this than she was just a month ago, due to the progress that has been made in the posting and hiring of the permanent support positions. In many cases, project staff are applying for those roles and will be staying with SBCTC ctcLink Support. This helps with retention of staff through the end of the project.

*College ctcLink Staffing* – Christy noted this remains a top risk. Many colleges continue to have staffing issues and staff working full-time jobs in addition to their ctcLink work, which is a heavy load for SMEs. In addition, it is unknown whether the COVID vaccine mandate will affect staffing due to potential resignations. We are tracking this closely with college PMs.

*Vaccine Attestation Conversion* – Christy gave an overview of the work being done on this new scope item. The new state mandate for colleges to track vaccine attestation requires a customization in ctcLink and conversion (from legacy) process. It is expected the tool will be developed, tested and implemented in time for DG5 B and C conversion post go-live.

## Moran Technology Consulting – External Quality Assurance

Paul Giebel said overall the project is in a good place. There is nothing Moran is seeing that is out of the ordinary at this stage in such a large, complex project. He said the project does a great job mitigating situations as they arise by keeping communications open. This way no problem becomes insurmountable. Moran's only concerns are in line with Christy's top risks related to staff retention. Paul said it's about the project retaining its people, the colleges retaining their people, and the Support Organization building its organization and retaining its people. "It really comes down to people," he said. That has been the biggest risk, which is also not uncommon for other projects, especially when you are nearing the end of a project as people start looking for their next opportunity. Paul said Christy and team have done a great job mitigating this risk by having open conversations with staff and keeping them informed of the timing and process for filling the permanent ctcLink support roles.

Joyce thanked Paul for working alongside SBCTC throughout the entire project. She noted how far we've come from the "car in the ditch" days to where Christy and team have taken the project to today. Moran has been there throughout and she said their participation and guidance has been important.

### Budget Status

Christy shared the latest budget status as of August 31, 2021. The budget is on track, slightly under budget, but the project has had to bring in more consultants for a longer duration than expected, so the budget is being tracked very closely.

### ctcLink Support Organization Update

Grant Rodeheaver gave an update on the staffing plan approved by WACTC in June 2021. He said of the 36 additional positions that were approved in the plan, 27 have been filled internally. This is great news for SBCTC and for colleges because the project team members that will be staying with SBCTC post-project bring a wealth of knowledge to the support organization. Grant said filling the remaining positions is a top priority.

Dani gave an update on the special ctcLink support sessions that take place during the first two weeks a college is live. The topics are based on timing of business processes in the academic calendar or other items that the support team has found are good for colleges to do in a guided session shortly after going live. The schedule of post-go-live support sessions is set for DG5A, B & C so college PMs can plan ahead with their SMEs regarding who should attend which sessions.

### Key Messages for WACTC Business Meeting

Joyce will share the reminder that the upcoming DG5 go-live weekends mean ctcLink will be down for colleges already on ctcLink. She will also give a brief update on project activities; share the progress made on the staffing plan; and recap the current risks around college staffing and resource constraints that the committee discussed today.

### Adjourn

Dr. Loveday closed the meeting at 2:55 p.m.